

SCANNED
BY SS
DATE 8-16-04

I have lived in Windsor Farms, Richmond -area code 23221-3710 - for more than 30 years. During this time we have had many power & phone outages (& in more recent years, cable). After Hurricane Isabel, the power was out 10-11 days, phone 21-22, & cable over 4 wks. Recently the power was out 3 days. In this area the lines run along the canal & then traverse up gullies or ravines to reach the area I live in. Routinely we seem to be one of the last areas to have service restored. Putting the question of poor line right-of-away maintenance & modernization of power line aside, we have frequently been told by repair personnel that the lines are difficult to get to, machinery cannot reach all the lines, etc. and so we are the last to be serviced. This is especially true with sleet & ice. When we have asked job supervisors what they thought of burying the lines, they always say that it would be a good idea but that the neighborhood had rejected doing that. In the many years I have lived here, I have never heard on anyone who was opposed to burying the lines.

It would appear that burying the lines would be beneficial to all concerned. We would have more reliable service, the repair technicians would not be faced with working in potentially dangerous areas, & Dominion et al would have reduced repair costs.

The costs to bury services should be borne by the companies involved.

Sincerely,

J Latané Ware

STATE CORPORATION COMMISSION
RECEIVED
AUG 16 2004
DIVISION OF COMMUNICATIONS
RICHMOND, VA